United States Department of Agriculture

Client Technology Services

Business Services Catalog

Fiscal Year 2016

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About OCIO

The USDA Secretary's Memorandum 1030-30 established the Office of the Chief Information Officer (OCIO). The CIO is independent of any other office or agency of the Department. The CIO reports directly to the Secretary and has primary responsibility, under the Information Technology Management Reform Act (ITMRA) of 1996, for supervision and coordination within the Department of the design, acquisition, maintenance, use and disposal of information technology by USDA agencies, for monitoring the performance of USDA's information technology programs and activities, and for assuring that USDA information management is consistent with the principles of the Paperwork Reduction Act and with information security and privacy requirements. The CIO consults with the Department's Chief Financial Officer to assure that the USDA's information technology programs and activities are carried out in a cost-effective manner, and that financial and related program information is reliable, consistent, and timely. The CIO also deals with top level officials in the Office of Management and Budget, other Federal agencies, and appears to testify before Congressional committees.

About CTS

Client Technology Services, under the Office of the Chief Information Officer (OCIO), provides enterprise level, comprehensive, fee-for-service information technology, associated operations, security, and technical support services to all USDA end users. CTS works for USDA agencies using CTS's services to deliver billions of dollars of programs, services, and financial transactions to millions of farmers, ranchers, and citizens of rural America. Other customers include Departmental offices that support USDA operations.

Who we are and what we do for customers focuses on the following three areas:

- **Innovation** - CTS prides itself in working with new and existing customers to capture program and mission requirements that drive our innovative IT products and services. Many of CTS's customers operate in the most rural parts of the United States and CTS Territories, which include: Puerto Rico, Guam, U.S. Virgin Islands, Northern Mariana Islands and Pacific Basin. CTS has years of experience providing business solutions for geographically dispersed customers. We focus on innovation during our design and engineering activities to tailor solutions for our customers. CTS takes an "if you can draw it, you can build it" approach to our innovation, delivery and service activities.
- **Delivery** - Whether the solution is a result of our own innovation, or we're asked to implement another organization's design, CTS has a strong track record of delivering on time and within budget. We are not only great at depicting new solutions; we take extensive pride in delivering products and services to our customers. Using sound IT project management principles, practices and procedures, we turn conceptual designs into reality for our customers.
- **Service** - With customers based in more than 3,400 locations, it is not cost effective to have dedicated support staff at each location. CTS has staff staged throughout the United States and CTS Territories to address customer service requirements that cannot be resolved remotely. CTS is an advocate of *IT Service Management (ITSM)* based on the international *IT Infrastructure Library® (ITIL®)* process standards. We leverage a rigorous Activity-Based Cost Management (ABC/M) cost model, a labor reporting system and industry benchmarking to ensure our products and services remain competitive.

Contact CTS

Customer Relationship Manager Group (CBRM Group)
Email: ContactUsForm@ftc.usda.gov
CTS Web Site

Services Provided

Seat Service

CTS Seat Service support is the primary OCIO offering for desktop/laptop service, office automation, and access to business applications. Customizable in many ways, the service can be built with USDA Blanket Purchase Agreement (BPA) hardware, with multiple operating systems, and with different service levels.

Service Description

Seat Service is the full service option for customers needing office automation on an organizational level. Desktop computer workstation support, back office infrastructure support technology, and voice technology are included. The customization of Seat Service includes: the most modern of the Microsoft family of operating systems, service for Apple Macintosh desktops, and Citrix Virtual Workstations.

Individuals may have multiple workstations, and elevated privileges. Premier Service is available to executives in some areas. The following shows base and customization options:

FIGURE 1: SEAT SERVICE BASE AND CUSTOMIZATION OPTIONS

Access Method Add On — Apple — Elevated Privileges

Access Method — Workstation — Remote Acces

Service Add-On — Standard Seat Plus
- Fleet Management Repair
- End User Infrastructure
- Telecommunications Infrastructure
- Local Phone Service and Phone System Support
- Long Distance/Federal Calling Card

Premier Services

Base Service — Standard Seat
- Account Management
- Facility Management Services
- Hardware Management
- File and Print Services
- Service Desk Requests
- Tier 1 Support

What Is Included

- Nationwide Service Desk Call Center support.
- In office technical service at 3,400 locations.
- Deployment of workstations and approved peripherals for use with Windows or Apple (Macintosh OS) operating systems (additional charges apply for use of Apple – Macintosh operating systems).
- Provision of the Microsoft Office software suite that includes MS Word, Excel, PowerPoint and full Office package. Other certified software is deployed using automated methods or the CTS hosted distribution portal.
- Network based file storage, backup and archive of network files.
- Secure eVirtual Private Network (eVPN) support.
- The separate services of Enterprise Messaging System – Cloud Services (EMS-CS) Active Directory, Fax2Mail and Managed Print Services (MPS) are integrated with Seat Services.
- Standard Move Support (larger office moves are supported with additional fees).
- Management of accounts.
- Preparation of training room/conference room facilities.
- Change Release and Configuration Management Services.
- Coordination and support of Continuity of Operations Planning (COOP) activity for customer groups.
- Security Compliance with latest patches and upgrades.
- File and Print Management.
- Provision of loaner equipment during repairs.
- Procurement of hardware via Blanket Purchase Agreements (BPAs) and limited license management for software.
- CommVault is the solution for end-user server and field office data protection tool operated by CTS in support of end-user infrastructure. CommVault will phase out existing tape backups as older servers are phased out and new infrastructure is deployed. This tool performs over the wire remote backups, compression and deduplication for server based data. The standard protection model supports up to 3 months of remote site backups with both large scale and file level recovery available.

TABLE 1: FILE RETENTION/BACKUP ROTATION

File Retention/Backup Rotation					
Location	**Backup**	**Frequency**	**Primary Site Retention**	**Alternate Site Retention**	
				Primary Offsite	**Secondary Offsite**
Field Office Server (using Commvault)	Synthetic Full	Weekly	Up to three weeks	Three months	Three months
Field Office Server (using Commvault)	Incremental	Daily	Up to three weeks	Three months	Three months
Field Office Server Virtual/UCS Blade	Synthetic Full	Weekly	NA (DFS Replication)	Primary Offsite – Three Months	
Field Office Server Virtual/UCS Blade	Incremental	Daily	NA (DFS Replication)	Primary Offsite – Three months	
Field Office Server (using tapes)	Full	Weekly	Six weeks	Six weeks	
Field Office Server (using tapes)	Incremental	Daily	one week	none	
Enterprise Data Center	Synthetic Full	Weekly	Six months	Primary Offsite – Six months	
Enterprise Data Center	Incremental	Daily	Six months	Six months	
NCR Data Center (using tapes)	Full	Monthly	Seven years	Three years	
NCR Data Center (using tapes)	Full	Weekly	Seven years	Two weeks	
NCR Data Center (NAS)	Incremental	Daily	Up to six months	none	

Optional Service Components

Desktop Virtualization – the provisioning and management of Thin Clients, re-purposed legacy hardware, the CTS PC-on-a-Stick device, and other complementary accessories are available as options. Each device is able to provide access to a virtual desktop, virtual applications and/or other telework solutions.

CTS employs virtualization technology for desktops and applications. Virtualized applications might include basic office automation software tools such as Microsoft Word, Outlook and common Internet browsers such as Internet Explorer, Chrome and Firefox. Virtualized applications may also include custom business applications on a case-by-case basis.Virtualized applications are available as a service in addition and within Virtual Desktop Platform. The service can be used with applications that are older versions, current versions, newly released versions, or beta versions.

Premier Services – A higher level of support service is available in the St. Louis and Kansas City large offices, the Washington, D.C. complex (South Building, Reporter's Building, Patriot Center), the George Washington Carver Center, and the Whitten Building to meet the needs of executives or other priority customers. Customers identify Premier Service customer recipients by-name.   Additional information for

Premier Services available for Mobility Devices is located later in the catalog under Mobility Devices. The customer provides a list of designated premier service participants.

Elevated Privileges – Workstations configurations with advanced access rights and administrative privileges are available with supervisory and agency purchasing contact permission. The customer provides a list of designated elevated privilege service participants.

Apple Workstation Service – CTS provides basic imaging of Apple Macintosh hardware and operating systems.

How We Charge

Service charges are based on customer organization usage. Organizational counts of Standard Seats, Standard Plus Seats, and Workstations are based on quarterly Active Directory reports. Customer representatives identify and/or authorize individuals in their organizations who are to receive Premier Services, Remote Access Accounts, Apple Workstations, or Elevated Privileges.

Service Level Metrics

TABLE 2: SERVICE LEVEL METRICS

Measure	Base SLA (includes Elevated Privileges and Apple)	Premier Service SLA
Toll-Free National/Support Help Desk **Proper Contact Resolution (PCR)** – ((Number of contacts/incidents in a month (1) properly resolved on the First Contact plus (2) contacts/incidents correctly routed according to the Routing Procedure) / total contacts in the month)	PCR rate equals **95%** (Report from Contractor's or Governments system. The Government or a designated third party may audit the data.)	Same as Base SLA
Speed to Answer (SA) Telephone – (Measure of the time between a caller making his/her final selection in the IVR and speaking to a CSR.)	Equal to or greater than **90%** (# of calls answered by a live CSR in 40 seconds or less / total calls. Contractor reporting Automated Call Distributor (ACD) data)	Same as Base SLA
Desk Side Support (if needed after Call Help Desk Support)	N/A	2 Hours, 80% of the time
Client Supplemental Above Base Software Deployment (must be certified or completed limited use, and licensed)	45 business days from delivery notification to CTS or as separately agreed 90% of time	24 Hours, 80% of time – Premier rate

Measure	Base SLA (includes Elevated Privileges and Apple)	Premier Service SLA
Hardware Deployment (must be certified ; does not apply for deployments for more than 5 users)	30 Business days for standard core image deployment from delivery of all required items to completely install the hardware, or as separately agreed upon with a local customer representative, 95% of the time. (Not applicable to large purchases) (measured by Technical Support Division internal tracking).	24 Hours, 80% of time (only for core Hardware items)
New User Accounts	1 Business Day (account only), 95% of the time	Same as Base
Account Change	3 Business Days, 95% of the time	Same as Base
Separated End Users – Disable Accounts (deleted after 14 Business Day)	24 hours, 95% of the time	24 Hours, 100%, of the time
PC Software Incident Resolution	5 Days, 70% of the time	24 hours, 80% of the time
PC Hardware Incident Resolution	5 Days, 70% of the time	24 hours, 80% of the time
Internal and External Access Virtual Desktops Availability	97% Availability of service measured at the data center. (measurement tool: System Center Operations Manager-SCOM)	Same as Base
Virtual Desktop Deployment Duration	Deployment Date ≤ 30 business days from the time OCIO/CTS receives completed Virtual Desktop request, equipment or as separately agreed to between the customer and OCIO/CTS in writing. For 95% of transactions.	Same as Base
Out of Warranty Legacy Voice System Service Restoration	Repair ≤ 10 business days 95%	N/A
Repair time of Legacy and VoIP Phone Systems within Warranty	Repair < 5 business days 95%	N/A

Cost Saving Tips

- Using Windows gives customers the best return for investment on operating cost.

- Maintain hardware platforms to the most current release.
- Update/upgrade legacy customer specific software to remain compatible with current operating systems.
- Windows enables better client management and capabilities.
- The use of Virtualization Services can significantly extend the life of desktops and laptops, reducing hardware lifecycle costs, deployment costs and better management of licensing.

Additional Information

- A customer's choice of full and thin client workstation hardware can be purchased off of OCIO/CTS Blanket Purchase Agreements (BPAs).
- Regional and local differences may be applicable to how and which services are delivered.

Desktop Virtualization

Service Description

CTS offers Desktop Virtualization through Citrix technology to provide both Application and Desktop virtualization also known as Citrix XenApp and XenDesktop to our customers.

- **Citrix XenApp** is a technology that virtualizes an application that is running on a server and provided to the user via a software client (Citrix Receiver). Since the application is running on a server, any device that can supports the Citrix Receiver Client can be used (i.e., tablets, phones, and non-GFE). A network connection is required.
- **Citrix XenDesktop** is a technology that virtualizes a complete Windows 7/8 operating system and delivers it to the client via a client plug-in. A network connection is required.

CTS employs virtualization technology for desktops and applications. Virtualized applications might include basic office automation software tools such as Microsoft Word, Excel, PowerPoint, Outlook and common Internet browsers such as Internet Explorer, Chrome and Firefox. Virtualized applications may also include custom business applications on a case-by-case basis. Citrix XenApp applications are available as a supplemental service consumable on existing workstations as well as within Virtual Desktop Platform. The service can be used with applications that are older versions, current versions, newly released versions, or beta versions.

Citrix XenDesktop provides a full Windows 7 or Windows 8.1 virtual desktop environment, presented through Citrix Receiver, for users that require a full-time desktop environment (e.g. as a replacement for a traditional workstation) or for specialized access to a full desktop (e.g. Remote power users, training labs, etc). It is intended for use cases where virtualized applications alone are not sufficient.

The solution can be offered to customers to address telework requirements or in the event of disaster where customer can continue to perform business functions from their personal or home PCs and other supported devices.

What Is Included

- Proactive monitoring, routine operation, and support of Citrix Infrastructure.
- Assisting customer to provision agency application within Citrix solution including application publishing, monitoring and connectivity.
- Single StoreFront to access virtual desktop or application for the customer with load balancing technology to minimize downtime.
- Two-factor LincPass and Entrust soft token security authentication solution for the customer.
- Providing Tier 2 Infrastructure Operations Center (IOC) and Tier 3 (SME) support for any Citrix related issues.

How We Charge

TABLE 3: DESKTOP VIRTUALIZATION HOW WE CHARGE TABLE

Offering	Services Included
Base Offering	Office workspace such as Microsoft Office, Internet Explorer or other third party COT software do not required deployment of additional servers.
Customer Specific	Customer applications to be presented through Citrix requiring deployment of application servers outside core infrastructure.

* Customer can choose to use either of both Citrix Functions (XenDesktop and/or XenApp) within each offering.

Service Level Metrics

TABLE 4: DESKTOP VIRTUALIZATION SERVICE LEVEL METRICS

Service Type	Service Measure	Performance Targets
Internal and External Access Virtual Desktops Availability	Availability of service measured at the data center. (measurement tool: System Center Operations Manager-SCOM)	97%
Deployment Duration	Deployment Date ≤ 30 business days from the time OCIO/CTS receives completed Virtual Desktop request, equipment or as separately agreed to between the customer and OCIO/CTS in writing.	95%

Cost Saving Tips

- Economy of Scale: customers sharing common infrastructure to reduce Citrix support cost.
- Cost saving on laptop/desktop refresh and admin support such as imaging and application deployment.
- Utilize desktop virtualization for testing purpose such as application compatibility testing with different versions of Internet Browser under single console.
- Utilizing desktop virtualization for training without deployment of additional hardware.
- Centralizing services such as disperse file or application systems to drive cost saving by allowing access of the application and data through desktop virtualization presentation layer.

Additional Information

- Licenses for software applications and tools will be provided by the customer. This will include licenses for Microsoft Office.
- All required Interconnectivity Security Agreements are finalized prior to service initiation.

- All versions of software to be published by Citrix environment must be certified through CTS for security and interoperability. All version of software currently requested by and published for the customer are already certified. CTS will provide an estimate of certification cost for any new software as requested.

Network Services

The CTS Network Serviice will provide a turnkey Network infrastructure solution to USDA agencies, using cloud-based platform to improve agility, increase per-user IT consumption awareness and tracking, enhanced responsiveness, and ensure that all supported Network Services comply with all Federal Security and Privacy requirements.
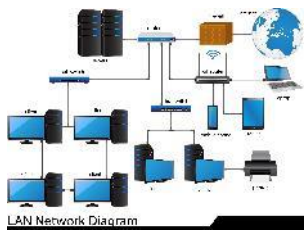
Service Description

Network Services: CTS supports our customers with teams that leverage expertise from all our divisions, technology partnerships, and locations throughout the country in order to provide a broad range of on-site\off-site and remote support services and the ability to work within local time zones. This offering addresses a customizable requirement for Network Infrastructure as a Service (NIaaS) support for internal and external customers. These support services complement the CTS catalog of services.

The NIaaS platform allows CTS to provide commercial carrier class communications networks that provide the capability to offer different communications feature sets to each customer based on unique business requirements. Utilization of CTS Network Infrastructure as a Service technologies frees customers from spending money on network hardware and the staff it takes to manage a network in-house. CTS NIaaS provides for: LAN/WAN connectivity services to geographically distributed employees located throughout the United States, provides for routing / switching support, full firewall security support, secure wireless support for desktops or mobile devices, secure authentication methods using two factor authentication for both wired and wireless connections, and full 24/7 system monitoring for both LAN and WAN.

CTS will complement and augment USDA agency network capabilities ; be responsible for the documentation of existing standard operating procedures and will maintain support of agency network systems and services through various combinations of monitoring, managing, and/or optimizing as specified in accordance with the terms and conditions of the agency agreement. CTS will work in concert with agency personnel to coordinate Network Infrastructure services utilized by the agency that may include interaction with other agency organizations, equipment and service vendors, and the agency's communications providers.

What is Included

Field Office Support

- Hardware installation and maintenance of network infrastructure within the local office (Field Service Center, State Office, Large Office or other location).
- Maintenance and Troubleshooting of Local Area Networking (LAN) equipment and infrastructure.
- Wireless Access Point-WAP.
- Connectivity to the USDA Universal Telecommunications Network.
- Internet Access.
- Facilities wiring that meet current industry standards.
- Installation of Network (LAN/WAN) equipment i.e. switches and routers.
- Workstation and peripherals setup and integration on the LAN/WAN.
- Network security and capacity monitoring.

- Secure network connection.
- WAN Optimization.
- Wide Area Network (WAN) CTS End User stack, Head end stack and all network monitoring which supports the connection of multiple offices to services and the internet.
- Maintenance and Troubleshooting of the equipment and services in the WAN.
- Data circuit work and transmission costs associated with the circuits.

Network Infrastructure as a Service (NIaaS)

Access: CTS resources conduct an evaluation of requirements, specifications and existing site infrastructure. CTS meets with the customer to review the findings, provide information regarding service options and recommend the most viable solution to meet the business need.

Plan: CTS resources provide a standard solution design and develop technical specifications from the customer to develop an implementation plan.

Implement: CTS provides resources to provision services, configure and deploy devices and transition from on premise service to NIaaS infrastructure.

Support: CTS provides maintenance and monitoring, patch and update management, administrative services, license management, incident management, and problem resolution services for the customer.

Primary Network Services:

- **Routing / Switching** – Full manageability of router and switch configurations including uptime monitoring and availability.
- **Firewall –** Management of local firewall services, policy updates, and security context including ENS integration support for agency firewall context at UTN.
- **Enterprise Wireless -** End user wireless connectivity for authorized devices such as laptops and mobile devices as well as restricted guest access.
- **Network Access Control (NAC) –** Authentication of all network connections set to Department of Defense standards including two-factor user/machine authentication. All security policies apply to laptops, desktops, mobile devices, and all devices connecting to the network.
- **Monitoring** – LAN/WAN component monitoring providing proactive system management resulting in highly available systems.
- **WAN Optimization -**WAN Optimization and QoS configuration delivering LAN-like performance over the enterprise WAN without the expense of constant circuit upgrades in a single monthly service. This service utilizes Riverbed products to reduce data transmitted over the WAN and classifies traffic based on best practices criteria to optimize connectivity and improve user experiences.
- **Hardware Maintenance –** Frees the customer from annual maintenance renewals and support contracts with hardware vendors.

Functional Area Requirements:

- Strategy
- Design and Discovery
- Development and Test
- Transition In
- Operations and Maintenance

Technical Requirements:

- Program Management:
  - Concept of Operations (ConOps) including defined roles and responsibilities of project team members, as well as a communications plan
  - Status Reporting (real-time, near-real-time, trending, and historical analysis)
  - Quality Assurance / Quality Control Plan
  - Configuration Management Plan
  - Inventory Management Plan
  - Standard Management Report and Review Templates
  - Initial package for Cyber Security Assessment & Authorization and associated documentation to support FISMA-Moderate status.

- Monitoring of IT Assets, Systems, or Services
- Management of IT Assets, Systems, or Services
- Optimization of IT Assets, Systems, or Services

Security and System Requirements
- Comply with section 508 accessibility requirements.
- Be available on a 24x7x365 basis.
- Align and conform to Federal government and USDA data, application, and networking security requirements.
- Meet hosting, architectural, planning, and other security requirements necessary to achieve A&A. CTS must provide inputs to all documentation necessary to facilitate completion of A&A in accordance with USDA requirements.
- Comply with current Internet Protocol.

Support Requirements
- Provide tier-1 and/or tier-2 and/or tier-3 support via telephone, email, video or online portal.
- Provide standardized training materials as needed.
- Provide responses to customer support requests within the time frames established in approved SLA's.
- Provided the customer with a unique reference number for each support request, which can be used for tracking and monitoring response status.
- Provide standard metrics pertaining to the status of support requests including but not limited to number of support requests received, open, and closed and the time needed to resolve support requests.

Metropolitan Area Network (MAN)

- Reliable and cost effective data and voice transport of local area network (LAN) infrastructure within the Washington, D.C. area, designated as the National Capital Region (NCR).
- Complement/augment agency resources responsible for data and voice transport outside of the NCR area.
- Continually improve LAN capacity and capabilities within the NCR area so as to support evolving customer requirements relating to data and voice transmission.

How We Charge

Network Services are billed on a per office basis with the labor support costs for the WAN, WAN circuit costs (which can vary by site) and LAN costs.

TABLE 5: NETWORK SERVICES HOW WE CHARGE

Service Activity	Units
Field Office Support	The standard service is measured by Wired Offices, a measure compiled from the number of presences for CTS base customer at each office site and the actual data circuit costs for each site. Higher bandwidth requirements or capital expenditures for hardware may incur additional agency-specific costs in some locations.
Network Infrastructure as a Service (NIaaS)	Price dependent on selection of optional services from vendor resources.
Metropolitan Area Network (MAN)	The number of presences allocated to each NCR customer through Working Capital Fund Primary services. Wireless Access Points (WAP) charged separately.

Service Level Metrics

TABLE 6: NETWORK SERVICES SERVICE LEVEL METRICS

Measure	Target SLA
Availability of logical circuits between Universal Telecommunications Network (UTN) node pairs	99.5%
Availability of ENS + CTS Internet Gateways (UTN) internet access for connected offices/end users	99.9%

Cost Saving Tips

- Monitoring of devices helps to keep numbers balanced to users.
- The consolidation of offices into a single location where costs can be shared.

Additional Information

- LAN availability will be measured by SolarWinds.
- UTN is a required USDA Enterprise Service and is provided by Enterprise Network Services (ENS).
- The measurement for network availability is determined by the rolling average over the previous twelve months as reported by the network monitoring tool SolarWinds.

Mobility Devices

Compact, mobile email service to client agencies and other features.

Service Description

CTS provides support for mobility devices and manages the transmission costs.

The following kinds of transmission plans are covered:

- **Data Plans for Devices with Voice**.
- **Wireless Data Plans for Non-Voice Devices:** This includes broadband and mobility tablets.

Support service can include any effort to acquire, administer, support or deactivate mobile devices. Examples of support services would be ordering, receiving, activating and configuring devices, resolving operational problems, ordering replacement devices, maintaining associated inventory, ordering additional features, or requesting call detail records. Some records requests may be considered above-base service. Wireless devices offered are available to end user clients after authorization from designated customer group approvers.

Transmission service for wireless devices such as smartphones is provided via the commercial wireless vendor that best serves in the customer's geography. Wireless accounts are maintained and administration is provided by CTS for the customer organization.

Email service for Smartphones and tablets are provided by CTS via systems whereby Outlook/Exchange Accounts are linked via a secure connection. This provides compact, mobile email service to customers, as well as voice and other features that a specific device may offer (Note: Some features may be restricted based on security or other concerns).

What Is Included

- Email service integration with Enterprise Messaging System–Cloud Services.
- Wireless devices without a data plan such as a tablet with only Wi-Fi service.
- Global/international services or features.
- Devices are managed for security.

Enterprise Mobility Management (Next Generation Mobility) (EMM). EMM is a separate USDA Enterprise Service providing mobile device management, application store for hosting/publishing internal mobile application, and secure business suite to access internal data through mobile devices.

How We Charge

Labor is charged by the number of devices supported.

Transmission charges are based on vendor service plans used by the customer.

TABLE 7: MOBILITY SERVICES HOW WE CHARGE

Service Activity	Units
Support Services for Managed Mobility Devices	Support Mobile Devices with Data Plans and Mobility Tablets
Wireless Data Plans for Devices with Voice	Transmission Mobile Devices with Data Plans
Wireless Data Plans for Non-Voice Devices	Transmission Broadband and Mobility Tablets with Data Plans
Enterprise Mobility Management (Next Generation Mobility)	Cost is determined by the actual instances of the following installed options: MDM only MDM + MAM MDM + MAM + Secure Container MAM + Secure Container MDM + MAM + Secure Container with business Suite Wrapper (add-on to any option listed above) TouchDown SW (Android Only)
Support Services for Cell Phones, Broadband & Satellite, Radios, and Telecom Miscellaneous	Support Cell Phones, Broadband & Satellite, Radios and telecom Miscellaneous
Voice Plan for Cell Phones	Transmission Cell Phones
Transmission Costs for Satellite, Radios and Telecom Miscellaneous	Transmission Satellite, Radios and Telecom Miscellaneous

Service Level Metrics

TABLE 8: MOBILITY SERVICES SERVICE LEVEL METRICS

Measure	Base SLA	Premier Service SLA ([Premier Service defined here](#))
Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by CTS (and vendor activation if applicable) or as separately agreed to between the customer and CTS in writing. 95%	Deployment of government purchased iPads are supported by an "on-hand" pool of wireless iPads. iPads can be activated within 24 hours 24 hrs., 80%

Cost Saving Tips

- Bundle accounts to pool planned minutes.
- Use cell phones instead of smartphones when email is not needed.

Additional Information

Wireless vendor-sourced devices are offered as an option to all CTS clients with appropriate approvals. CTS maintains the accounts and administration is provided for the customer. Some mobility tablets are wireless broadband enabled via a wireless service provider. These accounts are administered by CTS for the client agency.

Unified Communications as a Service

CTS Unified Communications as a Service (UCaaS) functions as a delivery platform that provides an adaptable suite of communication and collaboration capabilities under a single service framework. The platform allows CTS to provide commercial carrier class communication networks that provide the capability to offer different communications feature sets for each customer based on unique business requirements. Utilization of Unified Communications (UC) technologies enables the CTS UCaaS offering to: connect geographically distributed employees located in home offices or hoteling workspaces, allow employees to access and collaborate dynamically via Voice or Video from the desktop or mobile device, bring Agency employees together and facilitate increased productivity from anywhere to everywhere. This service is available to all USDA agencies as customers of CTS.

Service Description

CTS **UCaaS** is comprised of two components: **UC-Voice** and **UC-VTC**. CTS **UCaaS** provides the customer with the flexibility to select single services or mix and match services as dictated by customer specific business needs.

UC-Voice is centrally managed enterprise-class Voice over Internet Protocol (VoIP) telephony service for USDA users across multiple locations and/or geographic regions over the IP network. Customers are integrated into the USDA Enterprise wide dial plan for on-net calling and consolidated off-net Public Switched Telephone Network (PSTN) access. The CTS **UC-Voice** service provides USDA customers the flexibility to enroll in the **base UC-Voice** services only or where needed to meet customer business requirement, **base UC-Voice Services** plus the **above base UC-Voice Service**.

Base UC-Voice services include:

- **UC-Voice IP Telephony** facilitates the delivery of traditional telephony communications and services over an IP network.
- **UC-Voice Messaging** provides voicemail services for each configured user or business group, including the ability to: access/manage voicemail remotely anywhere and anytime and the option of having voicemail delivered via email.
- **UC-Voice Web Management** provides the end user the ability to remotely manage specific aspects of the assigned phone devices including: call forwarding, personal address books and personal speed dials.
- **UC-Voice Jabber** is a desktop soft-phone and video teleconferencing application that allows and extends an end users ability to work from almost anywhere.

Above Base UC-Voice services include:

- **UC-Voice Paging** is a paging and advanced notification service providing the customer the capability to broadcast brief communications to all office phones with the touch of a button.
- **UC-Voice Contact Center** provides a comprehensive customizable solution that combines automatic call distribution functionality with IP telephony. A high availability routing engine enables calls to queue and intelligently route within a distributed contact center based on customer specified business logic. Resource management and supervisor access to customer interaction is provided through customizable reports and dashboards.
- **UC-Voice Contact Center Quality Monitoring** is a customizable solution that provides contact center capture services based on customer established business rules to assist Contact Center management with evaluating quality of services provided by Contact Center agents.

UC-VTC is a fully managed Video Teleconferencing (VTC) service that is: interoperable with existing customer-owned endpoints (multi-vendor, multi-device), easy-to-use, scalable (multi-party) and secure. **UC-VTC** provides back office infrastructure that allows for visual and audio communication between compatible customer-owned devices.

UC-VTC service includes:

- Tier-3 Support for server infrastructure, network troubleshooting*, and performance analysis of related compatible hardware or peripheral devices. The service includes interaction with vendor resources as needed *(* An upgrade of bandwidth may be required based on network analysis)*.
- Fully-managed centralized hardware and software infrastructure
- Tier-3 support for technical connectivity issues
- Centralized scheduling of video calls upon request

What is Included

Assess: CTS resources conduct an evaluation of requirements, specifications and existing site infrastructure. CTS meets with the customer to review the findings, provide information regarding service options and recommend the most viable solution to meet the business need.

Plan: CTS resources provide a standard solution design and develop technical specifications.

Implement: CTS provides resources to provision services, configure and deploy devices and transition from on premise service to UCaaS infrastructure.

Support: CTS provides maintenance and monitoring, patch and update management, administrative services, and license management, incident and problem resolution.

Base UC-Voice

- Enterprise Telephony features configured to meet customer requirement
- Hunt Groups
- Support for mobile and remote workers
- Standard Move, Add, Change and Delete (MACD) Support
- USDA Corporate Directory and Site access
- PSTN access for local and long distance service
- Quality of Service (QoS)
- Capacity Monitoring
- Centralized Call Data Records
- High Availability
- Standard voicemail box with 14 MB storage
- Voicemail to email integration
- Soft phone and VTC client
- End-user web management of phone devices

Above Base – UC-Voice Paging

- Live audio paging between IP phones within an office

Above Base - UC-Voice Contact Center

- Interactive Voice Response (IVR)
- Automatic Call Distribution
- Agent level skill based routing
- Supervisory features
- External system integration
- Customer Quality Assurance
- Call recording and monitoring
- Real-time and historical data reporting
- Broadcast messaging
- Agent desktop capabilities

UC-VTC

- Multi-Point – Multi-Party calls inside and outside network
- Meet-Me and Ad-Hoc Conferences
- Conference Recording and Streaming
- Centralized Video Conference and Endpoint Management
- Flexible Screen Layouts and Optimized Views for the capabilities of each device
- Highly cost-efficient and Scalable Conferencing to meet current and future organizational needs

How We Charge

UC-Voice (Base and Above Base):

The monthly cost for service is based on customer business needs relating to the actual number of phone devices, licensing and/or contact center seats required by Agency. UC-Voice services may require additional one-time up-front start-up costs based on Agency business requirements where custom configurations may be required. The one-time start-up costs can include:
- Unified Communications and or Contact Center Discovery Services

- Unified Communications and or Contact Center Implementation Services.
- Purchase of additional Unified Communications or Contact Center Licensing
- Purchase of additional hardware to support Unified Communications Services
- Purchase of hardware and licenses to support paging

UC-VTC:

The cost for service is based on number of customer endpoint devices integrated into the solution. Customer responsibilities include:

- Fully operable and compatible VTC endpoints
- Adequate network bandwidth
- Tier-1 and Tier-2 support as necessary

Customers are responsible for the purchase of additional network bandwidth where needed (a data circuit is often needed), and responsible for endpoint acquisition and maintenance.

Service Level Metrics

UC-VOICE (Base and Above Base):

TABLE 9: UC-VOICE (BASE AND ABOVE BASE) SLA

Measure	Target SLA
System Monitoring and Availability	24 x 7 99.9% of time (excluding planned downtime*)

UC-VTC:

TABLE 10: UC-VTC SLA

Measure	Target SLA
System Monitoring and Availability	24 x 7 99.9% of time (excluding planned downtime*)

* CTS reserves the option to schedule routine infrastructure maintenance activities on Sundays between 0800 to 1200 or 1800 to 2400 hours Central Time.

NOTE: CTS utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

UC-Voice

- Sharing of services across agencies to achieve maximum usage and efficiency.
- Sharing of voice Lines to achieve maximum usage and efficiency.

UC-VTC

- For event calls (large automated meetings), contact the CTS Service Desk to initiate, resize or cancel the number of attendees to avoid/reduce cost.
- Gather in conference rooms to share a single connection and conference each other in the same site to share a single connection into a bridge call.

Additional Information

Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale.

Voice Services

Equipment specifications, acquisitions and management of telephone services are provided.

Service Description

CTS provides equipment specifications, acquisitions and management of both legacy telephone systems and circuits not covered under UCaaS. CTS also provides various voice services such as Wireless Priority Service (WPS), Long Distance Calling Cards, and teleconference services to individuals who have received customer authorization. WPS provides enhanced availability to wireless services during times of high usage, major public system outages, or emergencies. Long distance service calling cards bill vendor long distance charges independently from the handset being used. CTS provides and maintains teleconferencing services via Networx accounts.

What Is Included

- **Legacy Telephone Systems:** CTS provides support and management of legacy telephone systems. The service covers both systems that are under warranty and those for which the manufacturer warranty has expired. Legacy telephone system operation is subject to a break-fix process in which the customer funds repair or replacement. CTS provides basic support and assistance with telephone line issues and replacing handsets/hardware for these are purchased by the customer.

- **Circuits:** Voice circuits are setup and maintained by CTS via Local Exchange Carriers (LEC) to provide local service and access to long distance Lines. CTS also provides calling cards that provide long distance telephone service.

- **Emergency Voice Service:** CTS orders Wireless Priority Service (WPS), which provides enhanced availability for mobile service during times of high usage, major public system outages or emergencies.

How We Charge

Customer's usage charges are based on the number of Active Accounts in the Enterprise Active Directory. Location service availability and actual vendor charge also are factors in determining charges, such as the fact that voicemail service is not available in all locations.

TABLE 11: VOICE SERVICES HOW WE CHARGE

Units
Active Accounts

Service Level Metrics

TABLE 12: VOICE SERVICES SERVICE LEVEL METRICS

Measure	Target SLA
Out of Warranty Voice System Service Restoration	Repair ≤ 10 business days 95%

Cost Saving Tips

- Sharing of services across agencies to achieve maximum usage and efficiency.
- Sharing of voice Lines to achieve maximum usage and efficiency.

Audio Conferencing

Equipment specifications, acquisitions and management of conferencing services are provided.

Service Description

CTS provides equipment specifications, acquisitions and management of both audio conference systems *(equipment attached to phone systems)* and vendor provided services (such as those available through the General Services Administration Networx contract vehicle) not covered under UCaaS.

What Is Included

Voice Teleconferencing Service: Audio conferencing accounts are setup and provided to individual customers by CTS at the customer's request; providing access to Government-rate telephone conference calling services from non-Government carriers. Customers may access calls either via toll-free or toll, long distance service. Lines may include a web conferencing option, providing desktop-based presentation capability.

How We Charge

TABLE 13: AUDIO CONFERENCING SERVICES SUPPORT HOW WE CHARGE TABLES

Service Activity	Units
Audio Conferencing Services Support	Audio Conferencing Lines

Charges are based on the number of audio conferencing accounts.

Service Level Metrics

TABLE 14: AUDIO CONFERENCING SERVICES SERVICE LEVEL METRICS

Measure	Target SLA
Voice Conferencing – Line Ordering Time	≤ 45 business days Order Date – Ticket Request Date 95%

Cost Saving Tips

- Sharing of services across agencies to achieve maximum usage and efficiency.
- Sharing of voice Lines to achieve maximum usage and efficiency.

Cell Phones, Smartphones, Broadband Cards, Satellite, and Miscellaneous Wireless Device Services

Compact, mobile voice service to client; provides the most basic features.

Service Description

CTS provides support for cell phones, smartphones, broadband cards, satellite communications devices, and miscellaneous wireless devices. Additionally, CTS manages the transmission costs for these items.

What Is Included

- This activity can involve any effort to acquire, administer, support or deactivate included devices. Cell phones, broadband cards, satellite devices, and miscellaneous telecommunications devices are included. Items are available to customers after appropriate approvals from authorized customer representatives and CTS supervisors.

- Examples of acquisition support services include ordering, receiving, activating and configuring devices.

- Service includes resolving operational problems, acquiring replacement devices, maintaining associated inventory, ordering additional features, or requesting call detail records. Some requests may be considered above-base service.

- CTS maintains vendor agreements and oversight for the client customer, which includes researching, analyzing and paying transmission costs. Some research requests may be considered above-base service.

- Also accounted for in this category are any other devices enabled for wireless communication, paid for via cell phone accounts and not covered in the other CTS wireless categories (example: some engineering equipment enabled with a SIM card for data communications. Mobile tablets (iPads) aren't included in this category. If an iPad has an active data plan, it is wireless and that wireless service paid for via the standard broadband accounts).

How We Charge

Labor is charged by the number of devices supported.

Transmission charges are based on vendor service plans used by the customer.

TABLE 15: CELL PHONES, SMARTPHONES, BROADBAND CARDS, SATELLITE, AND MISCELLANEOUS WIRELESS DEVICE SERVICES HOW WE CHARGE TABLE

Service Activity	Units
Support Services for Cell Phones, Broadband & Satellite, and Telecom Miscellaneous	Support Cell Phones, Smartphones, Broadband & Satellite, and Telecom Miscellaneous

Service Activity	Units
Voice Plan for Cell Phones	Transmission Cell Phones
Transmission Costs for Satellite, & Telecom Miscellaneous	Transmission Satellite, & Telecom Miscellaneous

Service Level Metrics

TABLE 16: CELL PHONES, SMARTPHONES, BROADBAND CARDS, SATELLITE, AND MISCELLANEOUS WIRELESS DEVICE SERVICES SERVICE LEVEL METRICS

Measure	Target SLA
Deployment Plan	Deployment Date ≤ 5 business days from activation of the equipment by the service provide or as separately agreed to between the customer and CTS in writing. 95%

Cost Saving Tips

- Use mobile devices that come free with vendor plans.

Additional Information

Some customers may pay their own transmission charges.

Shared Document Platform

Single entry point to all SharePoint fulfillment requests and assisting customers to select the appropriate SharePoint environment that best meets the customer's needs.

Service Description

CTS offers the hybrid SharePoint solution to bring the best of both Cloud and On-Premise SharePoint solutions to maintain quality of service and collaboration continuity to USDA customers.

There are 2 SharePoint environments available to the customers: Office 365 SharePoint Standard/ Enterprise, and SharePoint On-Premise Enterprise. The Office 365 SharePoint Standard and Enterprise are cloud offerings providing most of the collaboration needs. The SharePoint On-Premise Enterprise complements to Office 365 offering the customer who chooses to customize or add-on third party features to enhance the collaboration solution, or required to collaborate with external entities such as other Federal Agencies, Universities or other Institutions outside of USDA via eAuthentication.

All solutions are governed through the CTS SharePoint Governance Policy to help the Customer Site Collection Administrators manage the workspace collaboration and contents.

Support activities for CTS include SharePoint 2010/13 deployment, maintenance and infrastructure support, as well as Tier-2/3 support for SharePoint related issues or requests.

Offerings include:

- **Standard Sites (O365 Standard and Enterprise):** CTS offers a Professional Services model for agencies that are looking for assistance to migrate from previous versions of SharePoint to Office365. The professional services includes tier-3 support to agency site admins on SharePoint application related issues/configuration, and sites collection issues that cannot be resolved through local site admins.
- **Premium Sites (On-Premise):** Customized web applications utilizing SharePoint collaboration engines integrated with backend services such as financial system(s), Business Intelligence (BI) or reporting services for the business customer. These applications support significantly greater capabilities than a standard or advanced site. Additional charges may apply depending on the amount of customization.

In addition, CTS is also offering SharePoint Test Environment On-Premise allowing the customer to develop and test custom SharePoint sites before promotion to the production environment. CTS offers stand-alone or multi-tenants SharePoint sandbox options for the customer to choose from.

What Is Included

Initial Assessment

The service includes the gathering of requirements and providing information about available features/functions from different SharePoint environments. CTS will then meet with the customers to review the findings and recommend the best collaboration option to meet business needs.

Office 365 Standard/Enterprise Option

The service includes helping the first time cloud customers to start the on-boarding process, including verification of connectivity, such as sync connection, network DNS and routing, AD authentication, and the creation of initial customer site collection. Existing customers also can request additional site collections or other Office 365 related requests through the service.

In addition, the service also offers migration help for customers who need assistance to migrate the agency's existing On-Premise SharePoint to Office 365 environment. Other support services include Tier-3 SharePoint application troubleshooting, and resolution on any site collection issues. This is an optional Professional Service requiring additional charges.

On-Premise SharePoint Option

Initial Setup Services: This service includes the initial setup covering assessment, planning, testing and migration of the customer's current site to On-Premise SharePoint. CTS will work with the customer to ensure AD trusts, DNS, and other dependencies are setup before a collaboration site is established. In addition, the service also includes the migration tool to help the customer who wants to migrate an existing site (or sites) to the CTS On-Premise SharePoint infrastructure.

Monthly Routine Services: The monthly charges include the following services CTS provides to the customer:

- **SharePoint Support:** This includes Tier-3 SharePoint support working with Customer Site Administrators to troubleshoot any issue that cannot be resolved at agency Tier-1/2 level. This service is available 24/7. The service also includes routine backup and restore requests.

- **Internet Presence:** By selecting the On-Premise SharePoint solution, the customer will be able to expose SharePoint sites externally allowing collaboration with outside entities such as the Universities, Research Facilities or other the Private Sector entities.

- **3rd Party Software:** Includes but is not limited to tools such as MetaLogix, SiteMinder eAuthentication, and that can be used to improve the features/functions of collaboration for the customer.

- **Infrastructure and Maintenance:** This service includes maintenance, monitoring, and support of SharePoint infrastructure to ensure all sites are secure and stable. CTS also provides scheduling and outage dashboards to establish clear communications on any upcoming maintenance and SharePoint environment outages.

How We Charge

The number of Collaboration Service gigabytes is used as the basis for charging.

TABLE 17: HOW WE CHARGE

Service Activity	Units
On-Premise Collaboration Services	Collaboration Services (Gigabytes)

Cost Saving Tips

- Enable team members to collaborate in real time to create and edit documents, develop solutions and reduce operational costs associated with traditional in-person collaboration.
- Empower distributed teams through shared workspaces and business insights by effectively supporting their assigned roles and work styles.
- Offering of On-Premise environment as supplemental to O365 allowing customers to share the SharePoint infrastructure through economy of scale driving the maintenance/support cost down for the customers.
- Allowing customers to choose from different price-point options when requiring a test environment for all SharePoint development efforts.

Additional Information

- Core Hours of Service: The CTS Applications Operations Branch, Infrastructure Operations Center (IOC) provides 24 x 7 support including monitoring and incident handling (with triage) for all Enterprise environments and direct coordination with provider service desks to ensure coordinated response. Coverage does not include government holidays and responses are not executed during planned maintenance activities. Under routine circumstances, a one week notification will be provided for normal changes made outside of official maintenance hours.
- Service requests for collaboration related services are taken and deployments are performed during normal business hours of 6:00am to 6:00pm Central Time, Monday through Friday. Additional service support beyond these hours may be arranged as an above-core purchase.
- NOTE: In some situations, changes may be required outside normal maintenance windows due to emergencies or security related activities. Under these circumstances, customers will be notified as soon as the needed change is identified. The change will be scheduled to happen with a minimum impact to the customer but as soon as possible to meet the needs of the situation and risks that have been identified. This could result in maintenance as early as the immediate evening of the change identification date.

Service Level Metrics

TABLE 18: UNIFIED COLLABORATION FULFILLMENT AND SUPPORT SERVICE

Service Type	Service Measure	Measurement	Performance Target
Collaboration Site	Availability	Percentage of hours of SharePoint infrastructure server service.	98%
	Measurement Tool	Microsoft SCOM SharePoint Analytical Tools	

Enterprise Services

Enterprise Services is a collection of services that offer the customer wide reaching IT solutions with robust capability at attractive costs. Messaging, Active Directory, and Enterprise Virtual Private Network management are all part of the service.

Service Description

Enterprise Messaging System – Cloud Services (EMS-CS) is an information technology communication service used by all USDA organizations. EMS-CS is managed by OCIO and the service is provided by Microsoft Corporation.

Enterprise Active Directory (EAD) is a consolidated directory service built on Microsoft's Active Directory Services and lightweight directory access protocol database technologies. It is a reference system with attribute information about end user accounts and networked devices and also provides policy enforcement for securing and managing client and server systems across the enterprise. The service will eventually be used by all USDA organizations and is managed by OCIO. The core Administration and Support are provided by CTS. Several optional services are available. Optional migration software will facilitate and simplify the migration of user objects from the agency Active Directory (AD) into the new EAD, and saves many person hours of effort through automation. Also available are Professional Services to support agencies in completing the tasks necessary for migration into the EAD, and to perform the actual migration including contract support for the Enterprise Messaging System – Cloud Services (Office 365) integration that must be accomplished after migration to the EAD.

Enterprise Virtual Private Network (eVPN) service provides a secure telecommunication connection back to the USDA network for remote users from the Internet. The 'virtual network' established for end user workstations via this service, is commonly used by teleworkers, mobile users, and by those with other mobility needs. This system provides USDA users improved endpoint security through the use of machine health checks to validate government furnished equipment as well as up to date anti-virus and machine patch levels. The system also provides for two-factor authentication using USDA PIV (LincPass) cards as well as alternate two-factor authentication using RSA and Entrust tokens for all remote access clients accessing the USDA network. The solution also provides support for standard Windows machines, but also Apple MAC platforms as well as mobile device authentication using Apple iPhone, iPad, and Android mobile devices.

Enterprise Mobility Management - The CTS Enterprise Mobility Management Solution provides centralized service management for mobile devices including smartphones and tablets. The mobility infrastructure provides the customer with a single console view to provision and manage government issued and/or BOYD devices securely. CTS provides components to create a total mobility portfolio of services supporting the customer.

Enterprise Video Teleconferencing Service - CTS provides a fully managed VTC service that is: affordable, interoperable with existing customer-owned endpoints (multi-vendor, multi-device), easy-to-use, scalable (multi-party) and secure.

Enterprise VTC provides back office infrastructure that allows for visual and audio communication between compatible customer-owned devices. Tier-1 (help desk call center) and Tier-2 (on-site or subject expert support) is typically provided by the customer (for some full service customers, CTS also provides Tier-1 and Tier-2 services as described separately in this catalog). Enterprise VTC service provides Tier-3 for support server infrastructure, network troubleshooting*, and performance analysis of related

compatible hardware or peripheral devices. The service includes interaction with vendor resources as needed (* An upgrade of bandwidth may be required based on network analysis).
Enterprise VTC service includes:

- Tier-3 Support for server infrastructure, network troubleshooting*, and performance analysis of related compatible hardware or peripheral devices. The service includes interaction with vendor resources as needed *(* An upgrade of bandwidth may be required based on network analysis)*.
- Fully-managed centralized hardware and software infrastructure
- Tier-3 support for technical connectivity issues
- Centralized scheduling of video calls upon request

What Is Included

Enterprise Messaging System – Cloud Services (EMS-CS)

Outlook/Exchange: Standard email and calendar support provides 25 GB storage per end user mailbox. Attachments up to 50mb in size are supported. Also provided is the Lync client for instant messaging and presence, archiving, spam and virus filtering, the USDA Global Address List, distribution lists, resource accounts, and test accounts (resource and test accounts may not be logged-into or they will then incur charges). Outlook Web access is available on internal USDA networks. Quantities are determined by reporting from Active Directory. Proofpoint is an online repository for archiving that journals all e-mail from each user's individual mailbox. All users who participate in EMS-CS are automatically granted access to Proofpoint. Proofpoint currently contains all mail sent or received as of the date of a user's migration to EMS-CS. When a user account is deleted from Active Directory, all email sent or received by the user remains in Proofpoint. USDA Management has not set a maximum period of time for the retention of e-mail in Proofpoint. The retention time may change in the future.

Live Communication Service: LiveMeeting Standard Edition service provides web and video conferencing with up to 250 end users. LiveMeeting Professional is available for use by USDA and additional licenses can be procured through the USDA volume licensing agreement.

Mobile Messaging: Access to email and other Office applications via wireless mobile devices is supported. BlackBerry (Blackberry Service is planned to be phased out as of January 2016) Enterprise Server (BES) is supported. The server licenses are included as a part of the Microsoft Office 365 service. Customers using BES are required to provide Client Access Licenses (CALs) and must keep this licensing current.

SharePoint Service:

- **Base SharePoint Services** are designed for internal USDA end users and have a 1GB per user storage limit. The use of this by individual users is already included in the EMS-CS Base Service Mail Box fee.

- **Above Base SharePoint Services** are available for customer application hosting and integration. These services will incur an additional fee.

- **Service Desk Support:** USDA provides a Tier-2 Service desk with 24x7 availability. In the event that the Tier-2 Service Desk is unable to resolve the customer reported problem, Microsoft provides a Tier-3 Service Desk with 24x7 availability. Both service desks provide assistance for all of the above listed services.

Information Discovery and Litigation Support (IDLS): OCIO will support IDLS and other types of official requests for electronically stored information within EMS-CS such as searches or preservation. OGC will determine USDA EMS-CS data retention requirements. Fulfillment of IDLS requests may require additional customer fees. IDLS support activities are only for electronically stored information. Customer organizations are responsible for any maintenance associated with their legacy data. Customer organizations are responsible for making IDLS requests through OCIO eComply and are ultimately responsible for such activities.

Enterprise Active Directory (EAD)

- **Active Directory Infrastructure:** The server infrastructure needed to support the Enterprise Active Directory.
- **Authentication Services:** Kerberos V5 authentication services for Windows and Macintosh computers.
- **System Updates and Patches:** Maintenance of current system updates and patches to ensure the environment remains current and secure.
- **System Redundancy:** Multiple domain controllers will exist throughout the domain providing active redundancy throughout the enterprise.
- **System Backup/Restore:** Routine backup of AD configurations and data to ensure timely restore in the event of a critical system failure.
- **Internal Public Key Infrastructure (PKI) Services:** EAD provides machine, Encrypting File System (EFS), SSL and code signing certificates.
- **Tier-3 Support:** Tier-3 support is provided by the EAD staff under this agreement to agency IT staff.
- **Identity and Credential Access Management services include:** A core connection to Enterprise Entitlements Management Service (EEMS) is provided to allow automated provisioning and de-provisioning.
- **Standardized Platform:** The EAD provides a standardized platform for delivery of Enterprise Services such as cloud computing. This will significantly reduce the effort and cost of implementing future Enterprise Services.
- **Image Management:** Enterprise management and deployment of the operating system and customizable task sequences for application deployment and configuration of the latest Microsoft Windows client and server operating systems. This service is built on the System Center Configuration Manager (SCCM) services provided with Enterprise Active Directory and results in a fully patched and configured USDA standard image delivered for each new or replacement Windows system in participating USDA agencies. Utilizing the USDA Enterprise Active Directory (EAD) ITS Image Management Service follows the industry best practice model for deploying a thin image, adding just the required drivers and applications, and managing security and user settings through enforceable group policies. There are two service options available to customers:

  o **Option 1 (EAD Imaging Management Service):**
    o Management and deployment of OS deployment task sequences for the latest Microsoft Windows client and server operating systems to deliver a standard image to customer systems.
    o Integration and management of the "thin" (base) image for the latest Microsoft Windows client and server operating systems, to include patching to the latest quarter's updates. Base configuration design matched to USDA Hardware Blanket Purchase Agreement (BPA) systems.
  o **Option 2 (EAD Imaging Management Services with Application Management Services):**
    o All of the above, plus:
    o Integration and management of "Core" or "Above Core" applications specific to the image. Customers are responsible for rigorous testing and certification, such as would be done in a certification lab environment.

Enterprise Virtual Private Network (EVPN)

- Secure eVirtual Private Network (VPN) support with full network access.
- Enterprise VPN solution and two-factor authentication.

Enterprise Mobility Management

Mobile Device Manager (MDM): Centralized device management of mobile devices including enforcement of defined security policy requirements, over the air administration, logging and tracking, and inventory management.

Mobile Application Management (MAM): Custom Internal Apps Store to host both in-house and commercially developed applications; offering of mobile application certification lifecycle to test, scan and deploy mobile application securely onto the custom apps store.

Secure Container: Management of a secure container on each device to provide security and control of government information. This feature ensures that all USDA data is secured within encrypted boundaries and synchronized with USDA servers. Data resides within the secure container and can be removed remotely in the event of a lost, stolen or compromised device.

CTS Enterprise Mobility Management is offered as an infrastructure providing flexible mobility features allowing agency IT staff to manage and secure smartphones/tablet devices through a single management console. The following summarizes the component services included as part of the offering to the agencies:

Secure Management Console (SMC) – This allows the customer to view/manage agency specific devices including provisioning, enrolling and troubleshooting.

Mobile Application Management – This allows the customer to host/manage internal iOS, Droid or Windows mobile applications through the USDA custom application store; and options to control who can view/download the published mobile applications.

Secure Container – This provides a secure office container consisting of an Office tool (compatible with Microsoft Word/Excel/PowerPoint and Adobe PDF); a SharePoint folder (drop-box style solution); internal home or shared drives mapping to mobile devices; and a Web Browser for internet/intranet browsing.

Agency-Controller Policy Enforcement and Feature Controls – This allows each agency to manage CTS own specific mobile policy or features without impacting other agencies in the environment.

Tier-3 Support/Escalation/Communication – The customer can access the Access Mobility Support site for FAQ/Support documentation; Tier-3 Escalation for any infrastructure or device requests; and incident management for outages and maintenance notifications.

User Support (Self Service Portal) – The service includes a self-service portal allowing end user access to common requests such as password reset and device basic information to help reduce support calls.

Device Support – The mobility solution covers a wide range of devices with the following minimum device software version requirements:
- iOS: Phones and Tablets (version 8.0 and above)
- Android: Phones and Tablets (version 4.4 and above)
- Windows 8.1+: Smartphones and Tablets (version 8.1 and above) (No Tablets)

Enterprise Video Teleconferencing
- Fully-managed centralized hardware and software infrastructure
- Tier-3 support for technical connectivity issues
- Centralized scheduling of video calls upon request

The cost for service is based on number of customer endpoint devices integrated into the solution. Customer responsibilities include:

- Fully operable and compatible VTC endpoints
- Adequate network bandwidth
- Tier-1 and Tier-2 support as necessary

Customers are responsible for the purchase of additional network bandwidth where needed (a data circuit is often needed), and responsible for endpoint acquisition and maintenance.

How We Charge

TABLE 19: ENTERPRISE SERVICES HOW WE CHARGE

Service Activity	Units
Enterprise Active Directory	# Mailboxes
(Optional) EAD Imaging Management Services or EAD Imaging Management Services with Application Management Services	# Computers
Enterprise Messaging System - Cloud Services	# Mailboxes
Enterprise Virtual Private Network	# Mailboxes

Enterprise Mobility Management: CTS charges mobility through a unit cost per-device. The following are the different pricing models allowing each customer to select the most appropriate solution for their agency.

Option 1 – Mobile Device Management only
Option 2 – (Total Solution) Mobile Device Management + Office container + Mobile Application Management
Option 3 – Mobile Device Management + Mobile Application Management
Option 4 – Secure Container only
Add-ins (must be purchase with at least one of the options listed above)
- iOS and Android Touchdown (email software)
- Wrappers (allowing wrapping of individual mobile application securely)

The cost for Enterprise Video Teleconferencing service is based on number of customer endpoint devices integrated into the solution.
Customer responsibilities include:
- Fully operable and compatible VTC endpoints
- Adequate network bandwidth
- Tier-1 and Tier-2 support as necessary

Customers are responsible for the purchase of additional network bandwidth where needed (a data circuit is often needed), and responsible for endpoint acquisition and maintenance.

Service Level Metrics

TABLE 20: ENTERPRISE SERVICES SERVICE LEVEL METRICS

Measure	Target SLA
Exchange (Cloud): Percentage of hours of email infrastructure server service. This includes Mobile Messaging device connectivity.	Sun-Sat, 0000-2359 99.9%
Live Meeting Availability (Cloud): Percentage of hours of Live Meeting infrastructure server service.	Sun-Sat, 0000-2359 99.9%
SharePoint Availability (Cloud): Percentage of hours of SharePoint infrastructure server service.	Sun-Sat, 0000-2359 99.9%
Infrastructure Availability	Mobility Infrastructure Availability >= 99% work
Enterprise Active Directory Service Availability	Sun-Sat, 0000-2359 99.9%
EAD Image Mgt.: SCCM OSD System Availability (not including maintenance windows)	99%
EVTC System Monitoring	24 x 7
EVTC System Availability	99.9% excluding planned downtime*
EVTC Tier-3 Support Request – Critical	Normal Business Hours – Immediate to less than one (1) hour Non-Business Hours – Immediate to less than four (4) hours
EVTC Tier-3 Support Request – High/Service Degraded	Normal Business Hours – Immediate to less than two (2) hours Non-Business Hours – Immediate to less than six (6) hours
EVTC Tier-3 Support Request – Medium	One business day
EVTC Tier-3 Support Request – Low	Two business days

* For EVTC CTS reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: CTS utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Use of Live Communication Service can reduce the need for travel expenditures.
- Use resource accounts and shared account features of Enterprise Messaging System – Cloud Services to enable better office collaboration and coordination.
- Consistent message retention and discovery is provided at the Department level.

- Personal archives can help keep mailbox sizes low.
- Enterprise Messaging System – Cloud Services as improved document storage and greater security.
- Use Fax2Mail with Enterprise Messaging System – Cloud Services to reduce the cost of maintaining stand-alone fax hardware and telecommunication Lines.
- Utilize USDA BPAs for workstation and server hardware and software. Reduce deployment labor costs, reduce duplication of effort and allow support staff to focus on supporting end users.
- EAD Imaging Management Services:
    - Cost savings result from not developing and maintaining a custom image for deployment to Agency Windows systems.
    - Security is enhanced by deploying fully patched operating systems with the current approved applications and versions.
    - The deployed image is built on the USDA standard so consistent group policies can be utilized across the enterprise.
    - The System Center Client is deployed with the image so new or replacement systems report in and are fully manageable through System Center Configuration Manager .

Fax2Mail

Transition from manual office fax systems to an electronic facsimile cloud service for security, productivity, cost and environmental/ green improvements.

Service Description

Fax2Mail combines the benefits of email, while providing the user with a secure method to communicate with customers or colleagues by fax. In addition, the reduction of fax machine paper and power from running fax machines support the USDA Green IT initiative.

What Is Included

- Security improvements through tighter control over fax content and Personally Identifiable Information (PII) data.
- Ability to send/receive faxes electronically from user's computers.
- "Anytime, anywhere" access to sending and receiving faxes, including mobile devices.
- Teleworkers will have the ability to send/receive faxes electronically.
- Able to receive faxes 24x7.
- No longer limited by the capacity of the fax machine (running out of paper, machine memory, etc.).
- All systems are certified and accredited.

How We Charge

Total cost is separated into one time setup charges, monthly recurring charges and usage based charges. The rates charged are determined from one to six tiers for volume. Example: For a monthly recurring Fax2Mail mailbox charge in the 150K-1M department volume range, there would be the recurring monthly charge plus the usage based charge that is based on unit charge. The unit charge and recurring monthly charge are based on rates from current negotiated contract and are subject to update with the provisions of the contract. Customers are evaluated based on the current USDA volume rate and provided detailed costing information for the level of service requested.

TABLE 21:FAX TO MAIL HOW WE CHARGE TABLE

Service Activity	Units
Fax2Mail	Cost is Determined Based on Actual Usage

Service Level Metrics

TABLE 22: FAX2MAIL SERVICE LEVEL METRICS

Measure	Target SLA
System Availability (24 x 7)	99.5% Excluding Planned Downtime*
Fax Delivery	$\leq$ 15 minutes

* = Most Items

Cost Saving Tips

- Share the Fax2Mail application across agencies to leverage the cost of the service across many users.
- Cost associated with fax Lines and fax maintenance/purchase will be reduced.
- Not all electronic faxes need to be printed; by reducing both paper and ink usage, Fax2Mail is not only cost saving for all of USDA but is a "Green" solution to the printed fax problem.

Additional Information

For more information, contact the [Fax2Mail Coordinator](#).

Managed Print Services (MPS)

CTS can provide a vendor delivered ability for confidential faxing, scanning, copying, and printing in a secure and managed environment.

Service Description

Managed Print Services (MPS) is a proven world-wide approach to reducing costs by increasing user-to-device ratios and establishing the right composition of print devices in the right locations. MPS is USDA's commodity management approach that allows agencies to achieve cost and environmental savings through improvements to acquiring serviced print and copy devices. MPS is designed to reduce total cost of ownership, streamline acquisition, develop best practices in print management, permit agency visibility into print usage, and encourage innovation in print management.

Under MPS, an industry leader in print management and services, is responsible for meeting the agency's office printing needs, including the equipment, supplies, service and the overall management of the printer fleet. All print devices and equipment are owned and maintained by the vendor. The print devices are not purchased or leased.

There is a provision for Office Fleet Assessments, which will help establish a baseline of current printing state. It also assists the agency with developing and optimizing print strategies by providing a future state of design for printing plans and/or right sizing. The Office Fleet Assessment should be completed for all sites with a staff count of at least 20 persons.

MPS continues to evolve in USDA. No new requests for MPS installations will be taken under the current MPS contract with LexmarkTM. This contract for MPS will be re-competed and awarded during FY 2016. The replacement of LexmarkTM MPS devices in use by the Service Center Agencies will be addressed in a transition plan under the terms and conditions of the re-competed contract. The transition plan will be designed to minimize business disruptions to the Service Center Agency MPS end users. In close coordination with the Service Center Agencies, the LexmarkTM MPS devices could be replaced no earlier than January 2017. The transition period is planned for January-December 2017. Pricing and other terms of the new contract will be provided following award. However, final plans are subject to change, and each Service Center Agency has a designated participant in the re-compete planning process in order to remain current with any new developments. Please contact the MPS Project Manager at CTS-MPS@USDA.GOV to set up a time to discuss this service when the new contract is in place.

What Is Included

- Detailed Monthly usage.
- Automatic delivery to the site Point of Contact (POC) of consumables and supplies when needed (paper not included).
- Improved service benefits are received from real time device alert predictive failure notifications and priority event onsite service visits.
- Increased productivity and security are provided with the use of "follow me" printing options, increased device uptimes and implementation of user authentication when retrieving a fax, scan, or print jobs. The "follow me" option is only available at offices with high available bandwidth.

Cost Saving Tips

- Service eliminates the need for making a capital purchase or lease of printer, scanner, copier, and fax hardware and the associated consumables.

- Agencies' printing cost are reduced by paying only for actual usage, license and upgrade options, which un-obligates resources dedicated to devices, toner and maintenance.

- Price per image (PPI) will decrease as volume usages increase due to project deployment across USDA.

Identity, Credential, and Access Management Services - ICAM

ICAM provides a collection of services that offer the customer wide reaching services for credentials and electronic identification of employees, partners, and customers, for access to web-based applications. These services include centralized identity lifecycle management, role management for access control and automated account provisioning and de-provisioning.

Service Description

eAuthentication

The USDA eAuthentication Service protects application resources through centralized credentialing, multi-factor authentication, single sign-on and authorization services for both internet and intranet applications. The eAuthentication Service supports both internal employee-facing applications as well as external public-facing applications that service USDA customers and partners. For external customers, the service supports assurance level 1 and assurance level 2 credentials with physical identity proofing (and will soon be able to provide identity proofing services online). For internal users, the service supports both assurance level 2 credentials as well as strong PIV (LincPass) based credentials. The eAuthentication Service meets NIST and OMB standards for identity and access management.

USDA eAuthentication also supports federated authentication, allowing users both within and outside of USDA to access multiple applications and data sources across other Federal Departments or other trusted partners without needing to remember multiple usernames and passwords.

Enterprise Entitlements Management Service

The USDA Identity, Credential and Access Management (ICAM) Program provides a common, standardized, and trusted solution for digital identity and access management across the USDA enterprise.

The ICAM Enterprise Entitlements Management Service (EEMS) is an enterprise-wide solution that centrally manages the identity, entitlements, and roles of all USDA "persons" (including employees, contractors, partners, affiliates, and customers). EEMS manages access control policies and provides automated provisioning, management, and de-provisioning of both identities and access entitlements across USDA enterprise and agency IT systems.

EEMS benefits identity lifecycle management by providing a repository of identity data, roles, and entitlements to make access decisions accurately and consistently and will improve management of user identities and entitlements including the automation of provisioning and de-provisioning. EEMS also provides crucial A-123 and FISMA auditing, reporting, and regulatory compliance.

By improving the speed, efficiency, and accuracy of identity management, EEMS provides cost savings of unneeded manual processes; EEMS reduces the business risk exposure of USDA networks and data.

What Is Included

eAuthentication

- **User Authentication**
  - Securely authenticate users to both web-based and mobile applications using secure Department-approved credentials.
  - Single Sign-On (SSO) to any participating web application, eliminating the need for users to remember multiple user names and passwords for each application they access.
  - Provide secure access to applications for both USDA employees and contractors as well as external USDA customers and partners.
- **User Authorization**
  - Role-based access control (RBAC) or course-grained authorization based on profile attributes, tailored to each application's business requirements.
  - Protects web server directories against unauthorized access or modification
- **Account Registration and Management**
  - Automatic account creation for USDA employees & contractors, improving the "time to productivity".
  - Self-registration for external customers and partners for Assurance Level 1 and 2 public-facing applications.
  - Identity proofing (verification) services for Assurance Level 2, providing a higher assurance in user identity.
  - Identity Proofing services are supported by over 13,000 Local Registration Authorities in USDA offices across the U.S.

Enterprise Entitlements Management Service

- **Identity Lifecycle Management (ILM)**
  - Workflow engine to manage the on-boarding, off-boarding, transfer, access requests, and security events for USDA employees and contractors.
  - Flexible business rule engine to streamline and automate access management.
  - Integration with authoritative identity sources for accurate and timely information.
- **Authoritative Attribute Exchange (AAX)**
  - Automated provisioning and de-provisioning of accounts based on customized business rules.
  - Synchronization of attributes and access permissions from authoritative data sources.
  - Web service API for customized integration with agency applications.
- **Role & Entitlement Management**
  - Role based access control (RBAC) enables dynamic authorizations based on the presence of predefined attributes.
  - Workflow-based approvals and notification for granting access.
  - Automated access revocation based on agency business rules.
  - Integrated with the eAuthentication Service for authorization to web and mobile applications.
- **Public Key Infrastructure**
  - Enterprise Public Key Infrastructure (PKI) enables LincPass (PIV) authentication to USDA Windows Active Directory domains.
  - Enables Department-wide trust model of internally issued PKI certificates for secure websites, web services authentication, code signing, or other uses.
  - Supports issuance of PKI-based user credentials.

For All Services a Highly Available & Reliable Environment
  - Highly available and scalable architecture.
  - Automated load balancing and fail-over capacities across multiple data centers (select services).
  - 24x7x365 monitoring and incident response.

How We Charge

A per seat cost will be charged for all USDA staff (e.g., employees, contractors, volunteers, interns).

Agencies wishing to integrate eAuthentication services with their business applications pay an integration fee based on the complexity of the work.

Agencies wishing to leverage EEMS services are charged an integration fee based on the complexity of system integration requirements.

Service Level Metrics

TABLE 23: ICAM EAUTHENTICATION SERVICE SERVICE LEVEL METRICS

ICAM eAuthentication Service			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
Production Incident Response Request (PIR) Acknowledgment (During Core Business Hours)	TimeLiness	Number of PIR tickets created within the allotted timeframe ÷ Total # of PIR tickets created. <u>Allotted Timeframes (customer req.)</u> High - 30 minutes Medium -2 hours Low - 2 business days	90% Monday-Friday from 8 am – 8 pm ET, excluding Federal holidays
Production Incident Request (PIR) Acknowledgment (Outside Core Business Hours)	TimeLiness	Number of PIR tickets created within the allotted timeframe ÷ Total # of PIR tickets created. <u>Allotted Timeframes (agency req.)*</u> High - 60 minutes Medium -next business day Low - 2 business days	90% Outside of: Monday-Friday from 8 am – 8 pm ET, including Federal holidays
ICAM eAuthentication	Availability	Actual # of Operating Minutes that Core Production eAuthentication is running and available to customer agency users ÷ Total Scheduled Operating Minutes. Planned outages excluded. Reported by the ICAM monitoring tool "AlertSite".	99.9% eAuth * * Excluding Planned Downtime
ICAM EEMS	Availability	Actual # of Operating Minutes that Core Production EEMS is running and available to customer agency users ÷ Total Scheduled Operating Minutes. Planned outages excluded. Reported by the ICAM monitoring tool "AlertSite".	99.5% EEMS * * Excluding Planned Downtime

NOTE: ICAM services utilize the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

*Production Incident Response time definitions:

Low – No immediate impact to large user base.
Medium – Large user base is impacted, but not a full work stoppage.
High – Large user base is impacted and a full work stoppage

Cost Saving Tips

- Use of a centralized credentialing and authentication system like USDA eAuthentication provides considerable resource, infrastructure, and development cost savings while simplifying compliance.
- Include eAuthentication integration requirements early on in the application design process or in the definition of acquisition requirements to ensure a smooth and cost effective integration.
- Share licensed applications across agencies to leverage the cost of the license across many users.
- Engage CTS early in the scoping phase of a new project to identify volume, geography, security requirements, etc.
- Early planning with the ICAM Program Office will reduce project length, development costs and rework.

Additional Information

For general eAuthentication information:
https://www.eauth.usda.gov

For eAuthentication integration information:
eAuthentication Integration Information

For LincPass general information:
http://hspd12.usda.gov

Visit the ICAM Community on USDA Connect (login required)

For ICAM service information, please contact:
ICAM@ocio.usda.gov

Service Level Metrics

TABLE 24: ICAM SERVICE LEVEL METRICS

Measure	Target SLA
Release management	- Based on the published release schedule, CoE will ensure all releases are performed on schedule - 100%
Architecture gate reviews	- Based on the published architecture gate review schedule, CoE will ensure all gate reviews are performed on schedule - 100%

Cost Saving Tips

- Ensure your license numbers are in-line with the application work load and user demand

Digital Signage

Available in National Capital Region (NCR) only.

Service Description

Digital Signage corresponds to OMB (44 U.S.C. §§3501-3520) Paperwork Reduction Act to allow individuals or entities that deal with the agencies the option to submit information or transact with the agency electronically, when practicable, and to maintain records electronically, when practicable. The USDA Headquarters Digital Signage System is provided to inform staff and visitors about standard information, events and activities of general interest to all USDA employees or defined organizational segments of the Department. Digital signage monitors are placed where the majority of USDA personnel within the facility will pass, such as building entrances, elevator lobbies and cafeterias.

What Is Included

The USDA Headquarters Digital Signage System is provided to inform staff and visitors about events occurring in a specific USDA location and other information and is intended to replace current paper-based signs thus reducing waste, drastically reducing the amount of electricity required to make the current signs and complying with the Government Paperwork Elimination Act Standard information displayed build interest in events and activities of general interest to all USDA employees or defined organizational segments of the Department. The NSB network and video infrastructure monitoring tools allows engineers and technicians to take a proactive approach with potential network failures.

How We Charge

WCF provides flexibility, accountability and quality of services. As a WCF funded-charge back organization, the funds are collected from customer organizations receiving the services. The recipients of services can hold the service providers accountable and negotiate funding depending on quality of services. Additionally, customers have the option to increase or decrease services, as needed.

TABLE 25: DIGITAL SIGNAGE HOW WE CHARGE TABLE

Service Activity	Cost Recovery Methodology
Digital Signage	The Digital Signage cost recovery methodology and cost allocation to customers requesting this service is based on the total cost of maintenance, labor and licenses for each Digital Signage unit.

Service Level Metrics

TABLE 26: DIGITAL SIGNAGE SERVICE LEVEL METRICS

Measure	Target SLA
Availability	98%
Content Posted in 1 Business Day	98%
Availability measured by (SolarWinds) – Ticket request to monitor content posting???	

Closed Circuit Cable

Available in National Capital Region (NCR) only.

Service Description

Video Services corresponds to OMB (404-139) IT Infrastructure Maintenance – maintain secure, highly available agency specific application, database and web hosting services in support of OCIO/CTS/NCR SLA customers. Network operations center will meet the assistant secretary goals by successfully completing a series of multiple projects. These projects are strategically aligned to fully support each Assistant Secretary goals. The NCR Network operations center has the responsibility to insure successful delivery of data transport inside the USDA headquarters and the metropolitan area. This service provides the audio/visual services for the entire Washington, D.C. region

What Is Included

- Support for the data transport deliverable for each Assistant Secretary goal.
- Cable TV via broadband cable – this uses single-mode fiber or coax for the backbone, and Category CAT 5e or 6 cables from Z-Band video hubs in the data closets to the individual TVs via technology that cascades video hubs together to serve hundreds of TVs within a building or campus.
- Zband video - an active, self-adjusting system that distributes the full spectrum of analog and standard definition television channels. Zband uses single-mode fiber or coax for the backbone, and Category CAT 5e or 6 cables from Z-Band video hubs in the data closets to the individual TVs. The Z-Band technology cascades video hubs together to serve hundreds of TVs within a building or campus.
- Internet Protocol Television (IPTV) video at USDA headquarters for all 29 agencies
- NCR delivers 10 channels of TV services over a secure, multichannel delivery system that is managed end-to-end by the operator and with the same quality of service you'd expect from any pay-TV service.

How We Charge

WCF provides flexibility, accountability and quality of services. As a WCF funded-charge back organization, the funds are collected from customer organizations receiving the services. The recipients of services can hold the service providers accountable and negotiate funding depending on quality of services. Additionally, customers have the option to increase or decrease services, as needed.

TABLE 27: CLOSED CIRCUIT CABLE HOW WE CHARGE TABLE

Service Activity	Cost Recovery Methodology
Closed Circuit Cable Services	The NSB-income recovery methodology and cost-allocation to each agency is based on the availability of FTE counts of Broadband video, Zband video, IPTV video (Computer Desktop) and number of IPTV (set top boxes) to receive cable TV service in the agency.

Service Level Metrics

TABLE 28: CLOSED CIRCUIT SERVICE LEVEL METRICS

Measure	Target SLA
Controller Availability	98%
Availability measured by SolarWinds monitoring tools (excludes scheduled maintenance windows).	

Cost Saving Tips

Customers can access information using existing technology issued (such as their workstation or tablet) without having to have a separate TV monitor.

Additional Information

The service is being upgraded for High Definition and includes the current channels:

NBC, FOX, USDA Ch6, ABC, CBS, CNN, C-SPAN, C-SPAN2, MSNBC,and The Weather Channel

Professional Services

CTS can provide professional level services to customers to answer needs for mission areas.

Service Description

Professional services are available across a broad range of information technology functions. Services are available in consultant or technical service roles. CTS professionals under this service may be highly experienced Federal and contract employee experts. Many Professional Service staff have experience providing existing CTS services and as such can be valuable standalone assets available to customers.

What Is Included

- End User Infrastructure and Application Integration
- Operation Support Services (server management including daily care/feeding/patching and 24/7 proactive monitoring)
- Backup/Restore Archiving utilizing Enterprise CommVault solution
- Budget Analyst
- Information Management Services (IMS)
- Information Technology Service Management (ITSM) Implementation and Production Support Services
- Load Runner Service Support
- Microsoft Active Directory (AD) Engineering and Architectural Services
- Microsoft AD Support Services
- Microsoft Desktop Image Engineering and Support Services
- Microsoft Systems Center Configuration Manager (SCCM) Engineering and Architectural Services
- Microsoft SCCM Support Services Project Management
- Network Services
- Project Management Services
- Remedy Integration, Deployment & Production Support
- Security Compliance Services
- Portfolio and Service Catalog development and support
- Service Level Agreement (SLA) and Operational Level Agreement (OLA) development and support
- Vendor Management Services
- SharePoint Development and Support
- Business process development and documentation
- Process Improvement
- GAP Analysis for Business Models
- Service Desk Design and Integration
- Design, Integration and Deployment Services
- Operational Security Support
- On-Line Survey Services

How We Charge

Hourly Professional Services rates vary by the type of work. Travel costs are not included in the rates.

Service Level Metrics

Service Level Metrics for Professional Services are flexible and can be designed to meet the needs of the customer.

Cost Saving Tips

- Sharing of services across agencies to achieve efficiency through economies of scale.
- Avoid greater costs associated with high priority service.
- Engage project team early to document requirements.
- Minimize changes during project delivery.
- Avoid historical project cost estimation.
- Ensure that all requirements are documented.

Additional Information

CTS is available to discuss the customization of Professional Service support.

Security: Compliance, Operations, and Program Management

CTS maintains a comprehensive security program that provides policy, compliance, and auditing services as well as security operations. Security operations include network security, incident handling, vulnerability management, risk management, audit logging, and access management.

Service Description

Security services provided include security program management, policy/compliance management, continuity services, network security, incident handling, data security, risk management, and access control support.

Service is provided for customer and enterprise applications within the CTS End User Infrastructure and USDA Data Centers at Fort Worth, TX and Salt Lake City.

What Is Included

- **Operations Security:** Services provided include intrusion detection and prevention (IDS/IPS) , vulnerability scanning and remediation, audit logging/monitoring, risk management, and security patch management.
- **CyberIncident Management:** Incident management and forensic collection and analysis are provided for reporting and remediation of security issues.
- **Data Security:** Services provided include encryption, media sanitization, malicious code protection and application security support.
- **Security Program Management:** CTS provides information and assurance that CTS services comply with mandatory security controls to include:
    - Risk Management Framework for security categorization, security control selection and implementation, control assessment, information system authorization, and continuous control monitoring.
    - FISMA compliance for CTS-provided services.
    - Standards and guideLines for providing adequate information security for all agency operations and assets.
- **Continuity Services:** This service offer covers all requirements for contingency planning in accordance with the NIST SP 800-34 Contingency Planning Guide for Federal Information Systems and as specified under the Homeland Security requirements administered by FEMA. This service covers support for both Continuity of Operations Planning (COOP), Contingency Planning, and Disaster Recovery/Testing.
- **Personnel Security:** This service provides security training, awareness, and completion of security agreements.

- **Access Control Support:** User access requests, daily, quarterly, and annual access reports are provided to support access control programs.

How We Charge

Security costs are fully integrated with CTS' services.

Service Level Metrics

TABLE 29: SECURITY: COMPLIANCE, OPERATIONS, AND PROGRAM MANAGEMENT SERVICE LEVEL METRICS

Measure	Target SLA
Security Incident reportable to USDA/OCIO/ASOC	Customer Alert <30 minutes after discovery or within Cyber Security guideLines 95%
Incident Handling	< 4 hours 99%
Incident Research	< 3 business days 99%
Incident Resolution	Incident Resolution Time – OCIO/CS Incident Notification Time 99%
Network Scanning	Months in FISMA compliance ÷ 12 (Rolling Average) 98%
Microsoft Vulnerability Remediation	Vulnerabilities identified from scans each month are reviewed and appropriate actions initiated. 90%
Non-Microsoft Patches	Testing and deployment of patches that are Non-Microsoft to protect vulnerability. Tested and Ready for deployment occurs < 45 days. 90%

Reporting is subject to baseline measurements and vendor limitations.

Cost Saving Tips

- Respond to a detected threat by attempting to prevent it from succeeding into the environment.
- IT security training, awareness, and the completion of security agreements gives users the needed tools and information to protect an agency's vital information resources.
- Prevent the loss of important information or to decrease the impact of a disaster by having both COOP, Contingency Planning, and Disaster Recovery/Testing.
- Provide a controlled configuration management facility to ensure greater uptime of IT systems.
- Protect sensitive information whether it's stored on a desktop or laptop computer, a PDA, removable storage media, an email server or even the corporate network.